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September 30, 2004

VIA FACSIMILE

(Total No. of Pages Transmitted: 23)

To: Examiner Joshua A. Lohn
Group Art Unit: 2114
U.S.P.T.O.

Facsimile No.: 703-872-9306

From: John J. Dresch, Esq.

Facsimile No.: (703) 761-2375 or 76

Re: Enclosed Amendment
U.S. Patent Application No.: 09/929,143
Attorney Docket No.: YOR920010067US1
Our Reference: YOR.271

Dear Examiner Lohn:

Enclosed for filing is an Amendment under 37 C.F.R. § 1.111 in response to the Office Action mailed on June 30, 2004, in the above-referenced application.

Thank you in advance for your kind consideration on this case.

Very truly yours,


John J. Dresch, Esq.
Registration No. 46,672

JJD/SMM
Enclosure

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YOR.271

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Richard HARPER, et al.

Serial No.: 09/929,143

Group Art Unit: 2114

Filing Date: August 15, 2001

Examiner: Joshua A. Lohn

For: METHOD AND SYSTEM FOR PROACTIVELY REDUCING THE OUTAGE TIME
OF A COMPUTER SYSTEM

Honorable Commissioner for Patents
Alexandria, VA 22313-1450

AMENDMENT UNDER 37 C.F.R. § 1.111

Sir:

In response to the Office Action dated June 30, 2004, please amend the above-identified application as follows:

INTRODUCTORY COMMENTS

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 11 of this paper.